

	16 Surveys received								
	October, 2006	Poor					Excellent		
		1	2	3	4	5	6	N/A	
1	Prompt Service			1	3	1	11		
2	Willingness to help you				1	2	13		
3	Accuracy	1			1	2	12		
4	Knowledge	1				2	13		
5	Courtesy	1			1	2	12		
6	Individualized attention	1	1		1	1	12		
	Front Counter								
7	Our telephones were answered promptly	1			2	2	8	1	
8	Our office hours are convenient	1		2	4	3	3	2	
	Plan Exam								
9	Phone calls were returned in timely manner					3	8	3	
10	Our forms are understandable					2	10	2	
11	Our correspondence is understandable					2	10	2	
	Inspection								
12	Our Inspectors are accessible	1				1	10		
13	Our inspection hours are convenient	1			1	2	9		
	TOTALS	8	1	3	14	25	131	10	192
	Percentage	4%	1%	2%	7%	13%	68%	5%	

Department of Building Inspections

Customer Survey Comments

WHAT DID WE DO WELL?

Your front desk and your inspectors were very respectful, the inspectors were knowledgeable and responded to my questions very well and nice.

I was totally unaware of this service. My heating unit failed because heat return was too small. Recker & Boerger promptly remedied this problem and also attached the April – Aue. Many thanks for catching these errors. (sic)

Inspector very accessible – came when he was in the neighborhood – very convenient.

Follow up with contractor insistence on meeting safety standards. (sic)

Attention to detail & willingness to help with our “huge” submittal.

All in all your entire set up is pretty good, no valid complaints.

Educated me after a failed inspection, thus saving me money.

All OK.

Bob Eifert is a very good, efficient inspector & knowledgeable. Joy is always a pleasure to deal with.

When I finally got to someone that could help me (Bud-Supervisor), he was pleasant to work with.

Excellent.

Everything.

Nothing.

This was a rebuilt wall. 1st time contractor lied about having permit. Wall failed. 2nd time I got permit (and different contractor). Inspector didn't seem to hold failure against me, and was very knowledgeable, patient & helpful.

WHAT CAN WE DO BETTER?

I am federal employee and your office time was a little inconvenient forms. If at least you have two days a week open, 4-6 pm it would be very helpful for the customer like me. (sic)

N/A

Pretty good job!

All OK.

No one seemed to know what was going on w/my part permit. Having never done this before it was very difficult to figure out what was going on & no one was very helpful until I got passed on to Budd. I was extremely frustrated when after 11/2 years since our remodel I receive a card stating we needed a final insp. On our HVAC. I phoned per the card & was told everything was o.k. (Paula) IBI. She then passed me on to Building. By that time I was even more aggravated b/c I was now being re-routed. The person taking my call there is in no position to be helping people! No customer service skills what so ever! I was passed on to someone else. Ran through purpose of my call for a third time. Explained it appears to me that everything was taken care of. Then I get passed on to Budd. Between a bit of back & forth, checking the "**Approval**" sticker

on the circuit breaker & all of the approval forms I had rec'd. after the work was completed. Everything indeed was done & someone on Hamilton Co's end dropped the ball! To make a long story short I spent over an hour on the phone for no Damn reason – Thanks for wasting my TIME. Next time make sure the L hand knows what the R hand is doing. Communication IS KEY! PS – How about including a self addressed env. next time! Maybe you would get more feed back! (sic)

Nothing I know of.

Well, I did not ever before have a Heating Unit replaced – 2 yrs ago only an A/C by PWC. My condo is 20 yrs old – I have lived here 15 yrs – and no one has ever sent a notice until Oct. 2006 for an inspection. I reapplied for PWC since it has been 2 yrs. I believe I need a new Heating Unit after 20 yrs. Its always cold in here. Please call me to discuss this matter ASAP. (sic)

Let you talk to a person. I called and it told me I had a appointment for Tuesday and I had a dentist appointment. It said to call back again that wasn't ok I didn't I thought it would make me another appointment. (sic)

About the only nit I can pick is the office. Computer system (at the time) seemed to make it less efficient than it could have been. (sic)